

Annual Report

2020-2021

Footprints of Hope



CONCERN

Hope. Opportunity. Change.

Our Mission
 CONCERN brings hope, offers opportunity, and inspires change.



Our Vision
 To encourage growth and promote positive healthy lives!

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Our Core Values

Compassion

We bring a genuine sensitivity and understanding about another person’s trauma and a willingness to help to make that person’s situation better.

Commitment

We are dedicated to the success of our clients, community partners, and employees. If they succeed, we succeed.

Respect

We are considerate and helpful, recognizing the inherent worth and dignity of every person treating everyone with fairness and respect.

Community

We accomplish more when we work together, understanding our collective strengths and having shared attributes with those among us.

Diversity

We value and respect the natural individual differences of our backgrounds, cultures, interests, and experiences that make us unique.

Dedication

We are devoted to our work, mission, and the well-being of others to ensure the “hope, opportunity, and change” we promise.

Dependability

We are reliable and trustworthy, and our word is our bond.

Message from Our President/CEO

CONCERN Brings Hope, Offers Opportunity, and Inspires Change

In life, there are many challenges, and while we thought the pandemic would come to an end, 2021 continued to have pandemic related challenges for CONCERN’s children, youth, families, and staff. As someone who looks at the glass half full and likes to encourage others, it was often challenging when I couldn’t see an end to the pandemic and this season. But, then I realized, there is a time for celebrating, a time for mourning, a time to fight, a time to stay still, a time to question, a time to push forward, but most importantly to ALWAYS hold onto HOPE. When we have HOPE we are able to encourage others who might be struggling. When we have HOPE we can overcome so many things and challenges in life. These footprints of HOPE can have immeasurable impact on the clients we serve. We remind them that with HOPE they can overcome their struggles and look toward a better future ahead. My message this past year has been, “No matter how many times you fall, rise up, try again, and do not lose hope”. CONCERN’s successes in 2021 show how our children, youth, and families turned small footprints of HOPE into success.



With warm regards,
 Gordon H. May, MSW
 President/CEO

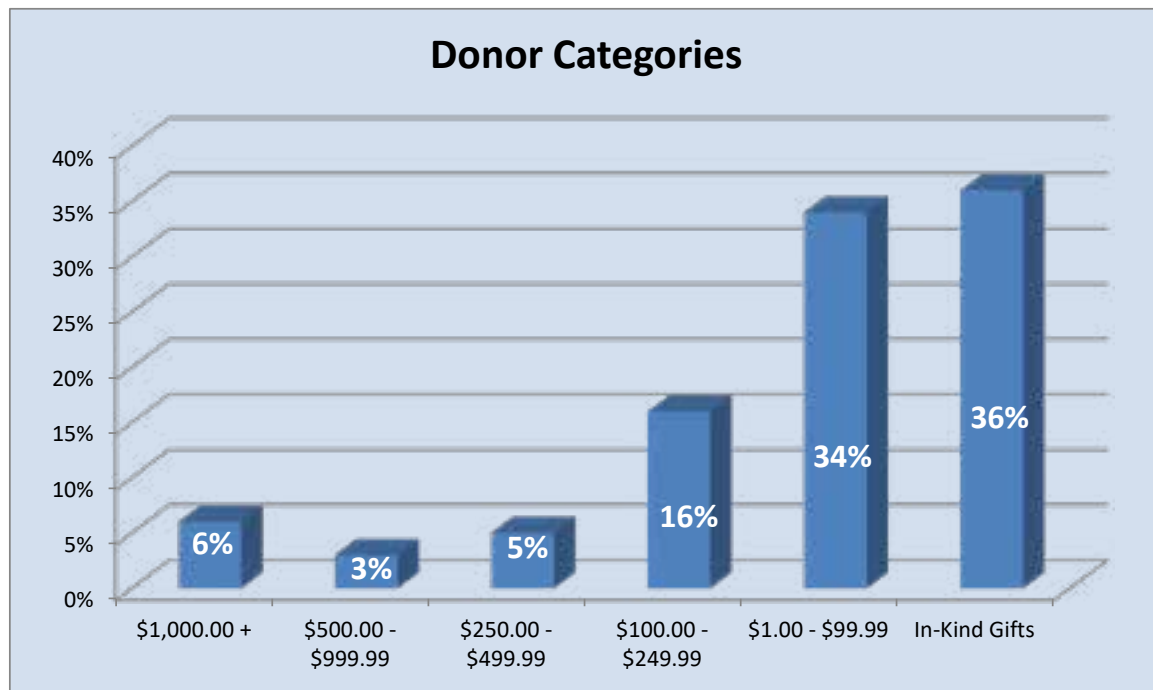
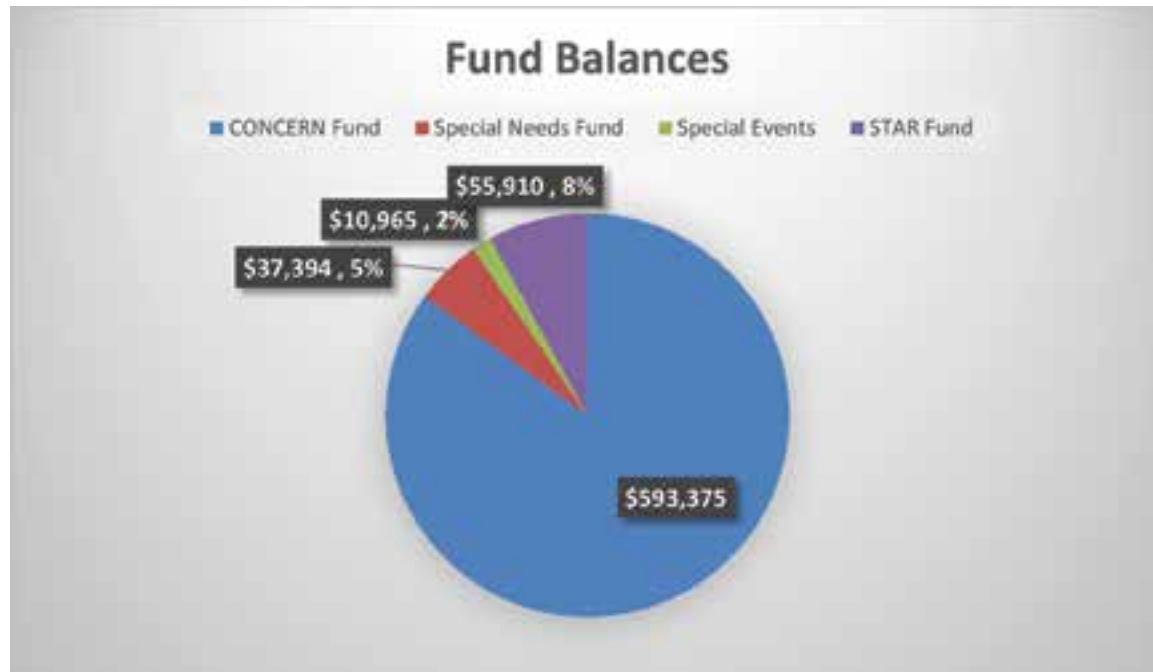
Message from Our Board Chairperson



This is often the time of year, for many of us, to gather our thoughts and assess what transpired over the past many months. We look back and acknowledge our successes, our failures and those things we can be grateful for, looking to the coming new year, and bring closure to things we wanted to accomplish yet this year. We look back at those footprints we made and prepare a reasonable path to the ones we expect to make. On review, I am gratified with the commitment and diligence that our staff, board members, resource parents and volunteers have so clearly demonstrated, and in such challenging times. Let those footprints be counted in our collective assessments of how we fared this year, for all of us who contributed with time and talent, money and in-kind donations. It all counts, it all contributes to the promise that hope provides to those we serve. Thank you for those footprints and for the ones we hope to make.

With kind regard,
 George M. Kovarie, MSW
 Chairperson, Board of Directors

Our Fiscal Health



Thank you to our top donors:

Corporate & Foundation Donors

Department of Housing & Community Development
 Roger L. & Gloria F. Daniels Charitable Foundation
 MD Lieberman Foundation

Individual Donors

Mr. & Mrs. Wilbur Diefenderfer, Jr. Estate
 Mr. & Mrs. Michael J. Moyer
 The Hile Family

For a complete list of donors, please visit our website: <https://www.concern4kids.org/donate-page>



CONCERN Leadership

Board of Directors

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Shirlene T. Chase
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*Glenn J. Hillegass
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Jon L. Kunkle, Treasurer
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Paula M. Plageman, Secretary
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*Nancy W. Weikert

*Director Emeritus (retired director serving in an advisory, non-voting capacity)

Maryland Advisory Board

Denise Brown
Richard Brown
Dana Fay
Beverly Goldstein
Kim Whetstone-Wilson

Senior Leadership Team

Gordon H. May, President/CEO
Mary Beth Hughes, Vice-President of Social Services
Tanyalee Jones, Vice-President of Behavioral Health Services
Scott Lubinski, Chief Administrative Officer
Glenn Miller, Chief Financial Officer
Cheryl Reeling, Director of Quality Assurance
Tricia Reedy Jones, Director of Development & Marketing
Carri Prior, Senior Executive Assistant

Regional Leadership Team

Jen Bowen, Northcentral Region
Kelly Crum, Greater Berks & Southeast Offices
Maria Flores, Eastern Region
Leith Frisch, Greater Berks Office

Greg Girolamo, CTUB - Coatesville Campus
Kassie Irwin, Corporate Office
Carrie Knebel, Maryland Office
Stacey Page-Miller, Susquehanna Valley Office
Cara Wagner, Northeast Office
Florence Westley, Greater Berks Office



CONCERN is Continually Improving by being Data Driven

Quality assurance and performance and quality improvement (PQI) strive to improve all aspects of program performance with the goal of mitigating risks to CONCERN and to promote a productive work environment by monitoring consistency in services throughout the organization.

PQI creates systems for collecting, aggregating, and analyzing data to discover trends and patterns to make improvements when needed. The outcomes and outputs guide decision making around program planning, implementation, evaluation, and serve as a resource for continuous improvement.



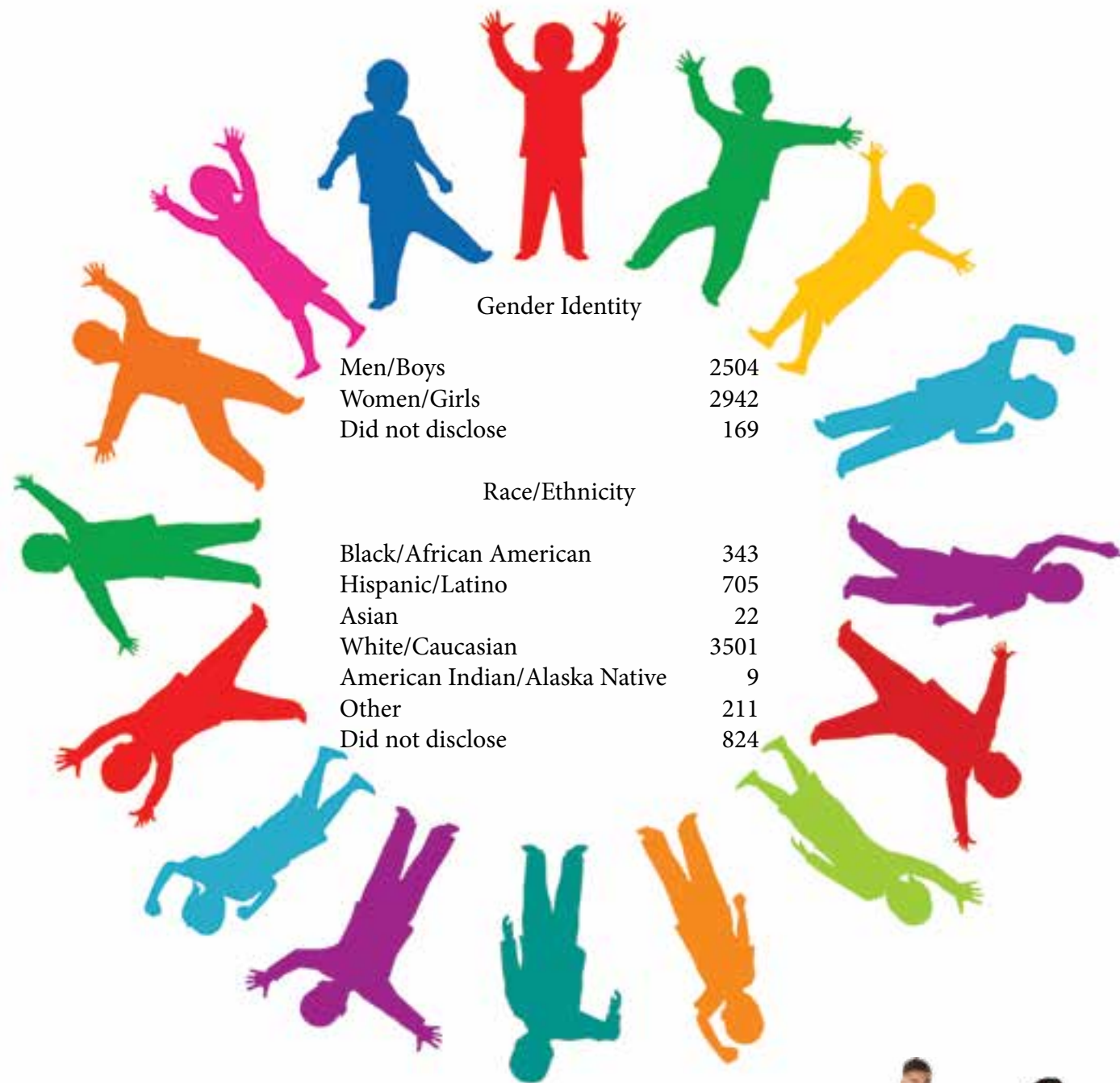
Licenses

Pennsylvania Department of Human Services
Office of Children, Youth, and Families
Office of Mental Health and Substance Abuse Services
Maryland Department of Human Resources

CONCERN Affiliations

American Payroll Association
Berks County Networking Association
Bryan Hughes Business Connection (BHBC)
Bradford Area Chamber of Commerce
Delaware Valley Adoption Council
Eastern Montgomery County Chamber of Commerce
Family Focused Treatment Association (FFTA) (PA/MD)
Greater Lehigh Valley Foster Care Coalition
Greater Susquehanna Valley Chamber of Commerce
Greater Wilkes Barre Chamber of Commerce
HealthCare Compliance Association
Lackawanna County Interagency Council
Luzerne County Interagency Council
Mansfield Area Chamber of Commerce
Maryland Nonprofits (formerly Maryland Association of Resources for Family and Youth (MARFY))
National Council for Behavioral Health
Northeast Berks Chamber of Commerce
Open Minds
Pennsylvania Children and Youth Administrators (PCPA)
Pennsylvania Council of Children, Youth and Family Services (PCCYFS)
Pennsylvania State Resource Family Association
Pennsylvania Statewide Adoption and Permanency Network (SWAN)
Reading Berks Conferences of Churches (RBCC)
Rehabilitation & Community Provider Association (RCPA)
Society for Human Resource Management - Berks
Tioga County Partnership for Community Health
Wellsboro Area Chamber of Commerce

Demographics



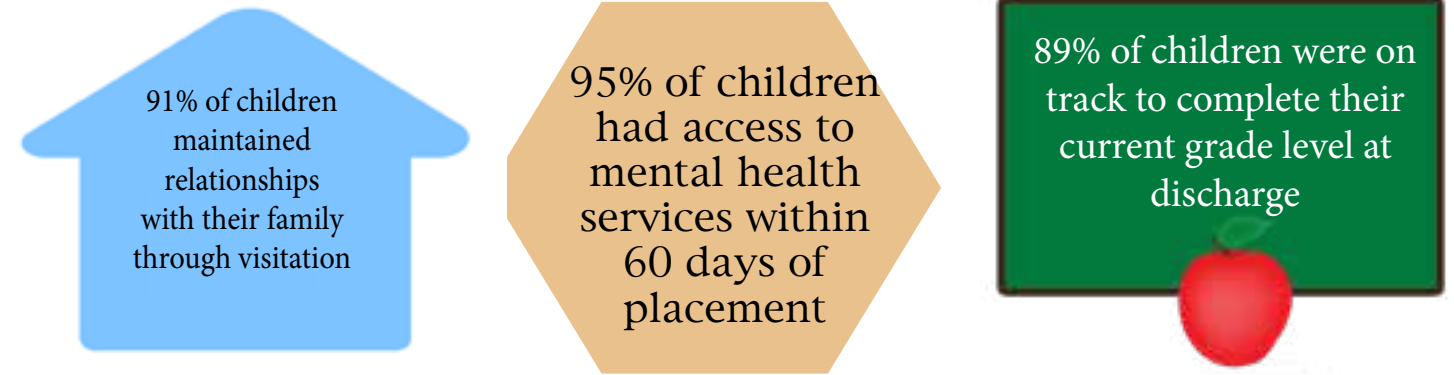
Number of people served
5,615

Residential	68
Community Based	210
Foster Care	402
Behavioral Health	4,935



GUIDING FOOTPRINTS with Programs and Services

FOSTER CARE SERVICES



Foster Parents Provide Footprints of Hope

As Erin describes it



We both have had a heart for children at-risk and we knew that God was calling us to work with children. We just didn't know what that was supposed to look like.



Erin continues the journey by stating,



As we watched my parents welcome my new sisters into our family, we were exposed to the need for foster parents in our area. We had a desire to be a safe place for children in care while they waited to be reunified or adopted. Some research led us to CONCERN and we haven't looked back since!

GUIDING FOOTPRINTS
with **Programs and Services**

BEHAVIORAL HEALTH SERVICES



Provision of outpatient therapy in 14 school buildings

40

youth from K-12 have been served in our Child and Adolescent Partial Hospitalization Program



Our Outpatient Clinics are in the 4th year of Trauma Informed Care Center status for Tioga and Bradford Counties.

9 staff trained in Evidence Based Trauma Treatment Modality

I appreciate the help and services I have received from Dr. V and Rebecca Suglia. Always very helpful and caring. I have been well taken care of and love the treatment plans. My life has been greatly improved. I will always be thankful for my care at CONCERN.

Glad to come to a place where they care and can help me develop coping skills.

My therapist has helped me a lot this past year in developing my self confidence and understanding how my brain works and aiding me in finding tricks to be able to function day to day even when my plans change suddenly.

Comments From Our Clients

GUIDING FOOTPRINTS
with **Programs and Services**

ADOPTION/PERMANENCY SERVICES

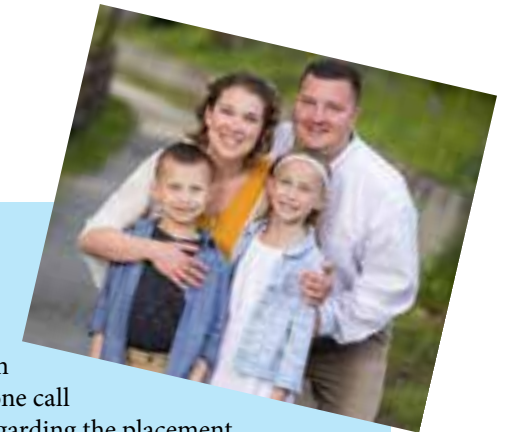
Footprints of hope lead to forever homes



Wentzel family (Jacob and Nicole Wentzel and their children from left to right - Paige, age 4, Aubrey, age 8, and Charlie, age 6). The Wentzels are former foster and adoptive parents through CONCERN. They adopted their daughter, Paige, in August 2018.

25 children were adopted this past year

283 children were served



Jeremy and Mary Clare Porter initially contacted CONCERN in June of 2015 to express their interest in foster care and adoption. They were approved as foster/adoptive parents on February 3, 2016. On that same day, the Porters received a phone call from an intake worker at CONCERN regarding the placement of a sibling group of children. At the time, Skylar was two years of age and Austin was one. Now Skylar is seven years old. She is an extremely sweet and empathetic little girl who is always helpful around the house and an encouragement to everyone with whom she comes in contact. She is enjoying trying out extracurricular activities and has found she especially loves her American Heritage Girls group and summer swim team. Austin, now age six, is funny, outgoing, and active. He is forever the comedian of the family who loves to make people smile and laugh. Austin has enjoyed playing soccer this fall and looks forward to future seasons of this sport! Skylar and Austin have overcome so much in their short lives and are both beautiful examples of the resiliency and strength of the human spirit!

On May 11, 2021, the Court made legal what Jeremy and Mary Clare already felt in their hearts – that Skylar and Austin were their children. Jeremy and Mary Clare couldn't have been more thrilled to grow their family through adoption and couldn't imagine their lives without Skylar and Austin as members of their family.

COMMUNITY BASED SERVICES



Testimony from a Client

Jerry Tressler has been in recovery for 2 years.

"Lisa has helped me realize I made a lot of poor choices with parenting and to learn to make better choices. She has been with me through this whole thing. In December 2020, I had the opportunity to reunify with my daughter. CONCERN and Lisa helped make it possible."

<u>Program</u>	<u>Totals</u>
Casework	5
Intensive Family Reunification Service	120
Nurturing Parenting (PE)	6
Supervised Visits	17
Visit Coaching	46
Nurturing Parenting (NP)	6
Parenting Education	28

Val Weirback is the biggest blessing that could of ever been put in our lives. She is a beautiful person and she actually cares about the people she works with. More than herself sometimes. She is definitely a great asset to your company and you are lucky to have her. Thank you so much for giving her to us and allowing her to be a part of our family. I am forever grateful for all she has done.

My parenting classes went well, and I got my children back. I couldn't be happier.

Comments From Our Clients

RESIDENTIAL SERVICES

SUCCESSSES

Released a boy who had a job and earned the position of manager at McDonald's. He worked there for eight months and saved over \$14,000 when he left the program to move into his own apartment.

He got his driver's license and bought a car before he left. He took his GED and passed it with flying colors.

After five months on his own, he is doing well. He left McDonald's and is working as manager at a convenient store. Stops into unit to visit on a regular basis.

We have 4 boys working at McDonald's at the present time. We have built an excellent working relationship with the manager at McDonald's.

All kids in school averaged an 80% for the 19/20 school year in Math and English.

Had a young man play on the Coatesville soccer team. Did well for his first year on a team.

CTUB staff really stepped up during this last year to keep the program running through the COVID crisis. We had several outbreaks of COVID. Staff dealt with this crisis well, had to quarantine them as well as monitoring two groups.

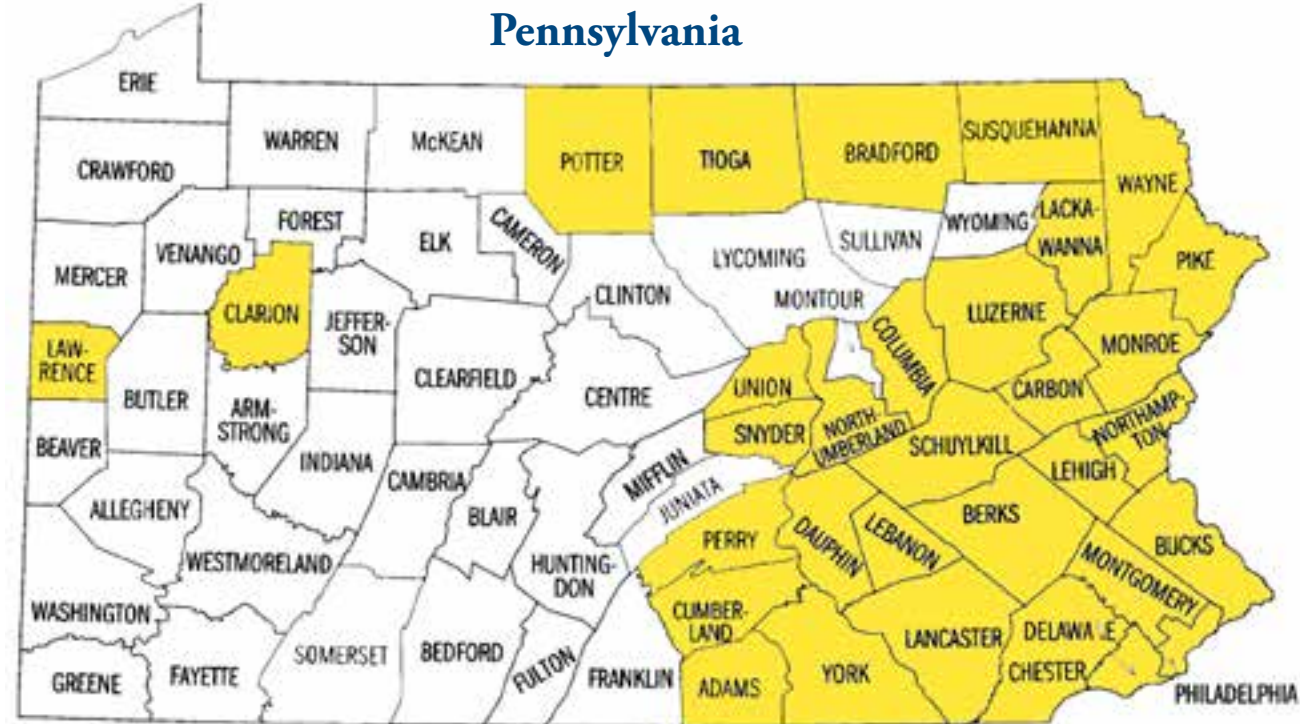
A lot of times I was feeling down the staff supported me and helped me get myself back together. This program has help me become a better person and made me think twice before I make a wrong choice.

iFoster identified CONCERN as a partner to distribute resources to children, youth, and families who are impacted by the child welfare system. With iFoster's support, 29 laptops and 26 tablets were distributed.

CTUB youth received four tablets and four phones.

Comments From Our Clients

Program Service Areas



Pennsylvania

Corporate Office

One West Main Street, Fleetwood PA 19522-1350 • (610) 944-0445 • Fax (610) 944-8834

Easton Behavioral Health Office

175 South 21st Street, 2nd Floor, Easton, PA 18042-3835 • (484) 497-9699 • FAX (484) 548-1339
Behavioral Health Services

Fleetwood Behavioral Health Office

24 North Franklin Street, Fleetwood PA 19522-1350 • (610) 944-0445 • Fax (610) 944-1196
Behavioral Health Services

Greater Berks Regional Office

One West Main Street, Fleetwood PA 19522-1350 • (610) 944-0445 • Fax (610) 944-1195
Foster Care, Adoption & Permanency Services, Community Based Services

Lehigh Valley Regional & Behavioral Health Office

90 South Commerce Way, Suite 300, Bethlehem PA 18017-8611 • (610) 691-8401 • Fax (610) 691-0647
Foster Care, Adoption & Permanency Services, Community Based Services, Behavioral Health Services

Lehighon Behavioral Health Office

560 Country Club Road, Lehighon PA 18235-9740 • (570) 386-2990 Fax (570) 386-5125
Behavioral Health Services

Mansfield Behavioral Health Office

63 Third Street, Mansfield PA 16933-1262 • (570) 662-7600 • Fax (570) 662-7726
Behavioral Health Services

Maryland Regional Office

10003 Derekwood Lane, Suite 200, Lanham MD 20706-6314 • (301) 429-2370 • Fax (301) 429-2374
Foster Care Services, Community Based Services

Northeast Regional Office

100 N. Wilkes Barre Blvd., Ste. 212, Wilkes Barre PA 18702-5231 • (570) 800-2332 • Fax (570) 718-0429
Foster Care, Adoption & Permanency Services, Community Based Services

Southeast Regional Office

49 Easton Road, Suite 204, Willow Grove PA 19090-3201 • (800) 562-1427 • Fax (267) 818-6671
Foster Care, Adoption & Permanency Services, Community Based Services

Susquehanna Valley Regional & Behavioral Health Office

60 North Eighth Street, Lewisburg PA 17837-1446 • (570) 523-1297 • Fax (570) 524-4752
Foster Care, Adoption & Permanency Services, Community Based Services, Behavioral Health Services

Towanda Branch Office & Behavioral Health Office

319 Main Street, Towanda PA 18848-1805 • (570) 268-3073 • Fax (570) 268-3080
Foster Care, Adoption & Permanency Services, Community Based Services, Behavioral Health Services

Wellsboro Branch Office & Behavioral Health Office

62 Plaza Lane, Wellsboro PA 16901-1766 • (570) 724-7142 • Fax (570) 724-6771
Foster Care, Adoption & Permanency Services, Community Based Services, Behavioral Health Services

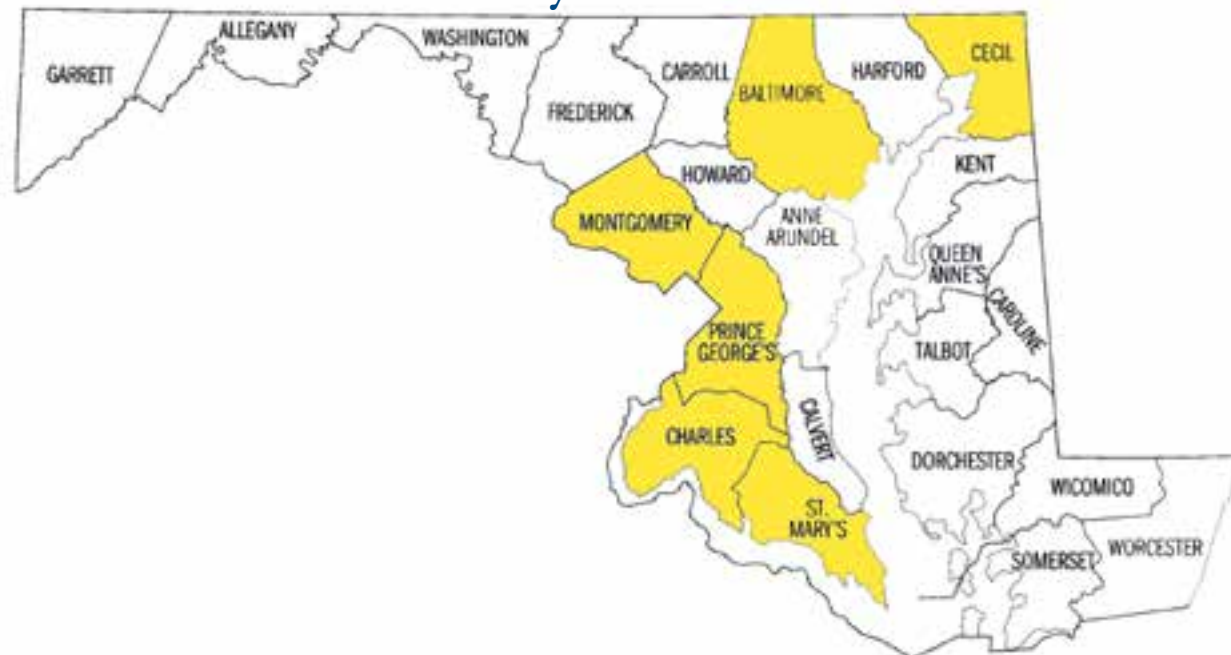
Wyomissing Behavioral Health Office

1120B Hobart Avenue, Wyomissing PA 19610-2063 • (610) 371-8035 • FAX (610) 371-8038
Behavioral Health Services

CONCERN Treatment Unit for Boys - Coatesville Campus

1225 West Lincoln Highway, Coatesville PA 19320-1858 • (610) 384-8733 • Fax (610) 380-1704
Residential Services

Maryland



Ways YOU Can Help

1

Become a Foster Parent - Children leave footprints on our hearts. Be their footprints of hope by becoming a foster parent. Complete the online questionnaire to become a foster parent:

<https://www.concern4kids.org/foster-parent-questionnaire>



2

Monetary Gifts - Consider regular giving to CONCERN. 100% of donations go into funds that directly support our clients.

<https://www.concern4kids.org/donate-page>



3

Social Media - Follow us and help spread our message.



4

Planned Giving - consider leaving a legacy or life gift to benefit children and allow CONCERN to continue its mission for many years to come. Gifts can be direct bequests of cash, retirement plans, securities, real estate, personal property, life insurance, etc. Please contact CONCERN's Development & Marketing Department for more information.



5

Volunteer/Internship - Volunteer/service opportunities and internships are available and CONCERN relies on the help of volunteers in varying capacities. Please contact your local CONCERN site for any available volunteer/service opportunities or internships.



6

Cash Back Programs - Amazon Smile gives back to non-profit organizations. Choose CONCERN as your designated agency by visiting <https://smile.amazon.com/> or through CONCERN's website before shopping.



7

Supermarket Programs - Redner's Warehouse Markets donates 1% of all purchases through their Save-A-Tape program.

Boyer's Food Markets donates 1% of all purchases through the Key Tag program.

